

California's **Quality of Care Report Card** 2003-04



How does your HMO or medical group compare with others?



The State of California
OFFICE OF THE PATIENT ADVOCATE



“The HMO Report Card puts information at consumers’ fingertips, so they can make educated and confident decisions regarding their choices of a health plan and health care provider. When people are aware of their health care options, they are able to get the best care available.”

Gray Davis, Governor
State of California



“As health care consumers it is critical to be armed with information so we can make the best choices about our own health and the health of our families. California’s Quality of Care Report Card is designed to help you find the information you need when you need it, and it is presented in a way that is clear, concise and meaningful. I hope you will find it a useful tool in making important health care decisions.”

Maria Contreras-Sweet, Secretary
Business, Transportation & Housing Agency

**To order additional free copies of this
Report Card, call toll-free 1-866-466-8900.**

What's Inside?

The State of California's Office of the Patient Advocate (OPA) publishes the Quality of Care Report Card each year to provide you with comparative information on the performance of California's largest HMOs and medical groups.

HMO Quality

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How do HMOs rate on helping you stay healthy, treating your illnesses, communicating with you and delivering customer service?

Medical Group Quality

Page 4

Which medical groups and their doctors see that you get care when you need it? Do they communicate clearly and spend enough time with you?

HMO Services in Other Languages

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What services are available to you if English is not your first language or if you use American Sign Language? Are interpreter services and a list of bilingual doctors available from your HMO?

What's the difference between an HMO and a Medical Group?

- Your HMO provides services through a network of doctors.
- Your doctor will be in a medical group that has a contract with your HMO.
- Both the HMO and the medical group share the responsibility of meeting your health care needs.

HMO Quality

About these Ratings

To help you find an HMO that meets your care and service needs, we've summarized our HMO quality ratings into five categories:

Care for Staying Healthy

How well do HMOs and their doctors help members avoid illness and find problems early?

Care for Getting Better

How well do HMOs and their doctors help members get the right treatment to recover from serious illness such as heart disease or depression?

Care for Living with Illness

How well do HMOs and their doctors take care of members who have chronic illnesses such as high blood pressure, asthma, and diabetes?

Doctor Communication and Service

How do actual patients rate the quality of communication and service they received from the HMOs' doctors and their staffs?

Plan Service

How do actual patients rate how well HMOs helped members get the care they needed? Which HMOs provided the best customer service to help avoid "insurance hassles?"

For More Information

This information is a summary of more detailed information that is available in the on-line version of the Quality of Care Report Card at http://www.opa.ca.gov/report_card/.

To find out more about services provided, contact your HMO directly using the telephone numbers at the end of this report.

Statewide Ratings

HMO	Care for Staying Healthy	Care for Getting Better	Care for Living With Illness	Doctor Communication and Service	Plan Service
Aetna Health of California	★	★	★★★	★★★	★★★
Blue Cross HMO - CaliforniaCare	★	★	★★★	★★★	★★★
Blue Shield of California	★	★★★	★★★	★★★	★★★
CIGNA HealthCare	★	★★★	★★★	★★★	★★★
Health Net	★	★★★	★★★	★★★	★★★
Kaiser Permanente North	★★★	★★★★	★★★	★★★	★★★★
Kaiser Permanente South	★★★	★★★	★★★	★★★	★★★★
PacifiCare of California	★★★	★★★	★★★	★★★	★★★★
Universal Care	★	★	★★★	★★★	★★★
Western Health Advantage	Not willing to report			★★★	★★★

Ratings Key

Excellent ★★★ Good ★★ Fair ★ Poor ☆

Areas

All of California

- Aetna Health of California
- Blue Cross HMO - CaliforniaCare
- Blue Shield of California
- CIGNA Health Care of California
- Health Net
- PacifiCare of California

Northern California Only

- Kaiser Permanente - North
- Western Health Advantage

Southern California Only

- Kaiser Permanente - South
- Universal Care

Medical Group Quality

About these Ratings

We've provided medical group quality ratings—which are based on reports from more than 39,000 Californians—so you can choose a doctor from a medical group that offers the best care for you and your family. The ratings are summarized into four categories:

Overall Rating of Care

How do patients rate the overall care from the doctors and other staff at the medical group?

Getting Treatment and Specialty Care

How do patients rate the medical group in getting tests or treatments and seeing specialists when needed?

Communicating With Patients

How do patients rate the group's doctors and staff in listening carefully, explaining clearly and spending enough time with them?

Timely Care and Service

How do patients rate the medical group on scheduling and keeping appointments on time, getting care after hours and by telephone and seeing their regular doctor without delay?

For More Information

This information is a summary of more detailed information that is available in the on-line version of the Quality of Care Report Card at **http://www.opa.ca.gov/report_card/**.

To find out more about services provided, contact your HMO directly using the telephone numbers at the end of this report.

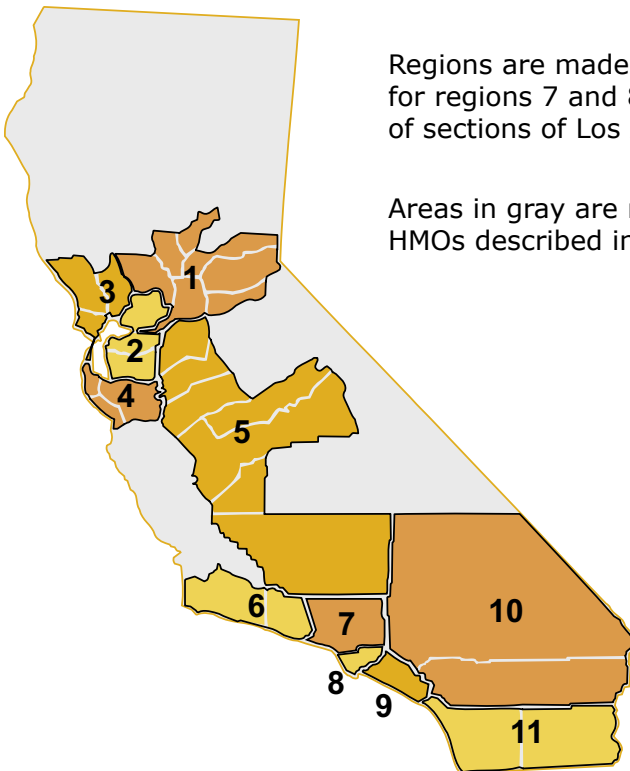
Medical Group Quality

Ratings By Region

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Regions are made up of counties, except for regions 7 and 8, which are made up of sections of Los Angeles County.

Areas in gray are not covered by the HMOs described in this Report Card.



Medical Group Quality

1. Sacramento and Central California

Amador, El Dorado, Placer, Sacramento, Sutter, Yolo and Yuba Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Golden State Phys Medical Group	★	★	★	★★
Hill Physicians Medical Group	★★	★★	★★	★★
(Kaiser) Permanente - Sacto Area	★	★	★	★★
Sutter Independent Physicians	★★	★★	★★	★★
Sutter Medical Group	★	★	★	★★
Sutter West Medical Group	★★	★★	★★	★★★★
UC Davis Medical Group	★	★	★	★★
Woodland Clinic Medical Group	★	★	★	★★

Ratings Key

Excellent ★★★

Good ★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

2. East Bay

Alameda, Contra Costa and Solano Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Affinity Medical Group	★	★	★★	★★
Alta Bates Medical Group	★	★	★	★★
East County Medical Group	★★	★★	★★	★★
Hill Physicians Medical Group	★★	★★	★★	★★
John Muir/Mt. Diablo Health Network	★★	★★	★★	★★★★
(Kaiser) Permanente - Sacto Area	★	★	★	★★
(Kaiser) Permanente - SF Bay Area	★	★	★	★★
Palo Alto Medical Foundation	★★	★	★	★★★★

Ratings Key

Excellent ★★★

Good ★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

Medical Group Quality

3. San Francisco and North Bay

Marin, Napa, San Francisco and Sonoma Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Brown & Toland Medical Group	★★	★	★	★★
Chinese Community Medical Group	★	☆	★	★
Hill Physicians Medical Group	★★	★★	★★	★★
(Kaiser) Permanente - SF Bay Area	★	★	★	★★
Marin IPA	★★	★★	★★	★★
Sonoma County Primary Care IPA	★★	★★★★	Not rated	★★★★
Sutter of the Redwoods	★★	★★	★★	★★★★

Ratings Key

Excellent ★★★★★

Good ★★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

4. South Bay and Santa Cruz

San Mateo, Santa Clara and Santa Cruz Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Brown & Toland Medical Group	★★	★	★	★★
Camino Medical Group	★	★	★★	★★
(Kaiser) Permanente - SF Bay Area	★	★	★	★★
Mills-Peninsula Medical Group	★	★	★★	★★
Palo Alto Medical Foundation	★★	★	★	★★★★
Physicians Medical Grp of Santa Cruz	★★	★★	★★	★★
San Jose Good Samaritan Med Group	★	☆	★	★★
Santa Clara County IPA	★	★★	★★	★★
Santa Cruz Medical Clinic	★	★	★★	★★★★

Ratings Key

Excellent ★★★★★

Good ★★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

Medical Group Quality

5. San Joaquin

Fresno, Kern, Kings, Madera, Merced, San Joaquin and Stanislaus Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Bakersfield Family Medical Center	☆	★	★	★★
Central Valley Medical Group	★	★	★	★★
Delta IPA	★	★	★	★★
GEMCare	★	★	★	★★
(Kaiser) Permanente - SF Bay Area	★	★	★	★★
Sante Community Physicians IPA	★	★	★★	★★
Sutter Gould Medical Foundation	★	★	★	★★

Ratings Key	Excellent ★★★	Good ★★	Fair ★	Poor ☆
"Not rated" means the medical group had too few patients in the sample to report this result.				

6. Central Coast

Santa Barbara and Ventura Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Buenaventura Medical Group	★	★	★	★★
Sansum-Santa Barbara Medical Clinic	★	★	★	★★
SeaView IPA	☆	★	☆	★
Valley Care IPA	★★	★★	★	★★★

Ratings Key	Excellent ★★★	Good ★★	Fair ★	Poor ☆
"Not rated" means the medical group had too few patients in the sample to report this result.				

Medical Group Quality

7. San Fernando, San Gabriel and West Los Angeles

San Fernando, San Gabriel and West Los Angeles

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Antelope Valley Medical Association	☆	☆	☆	☆
Access Managed Care (IPA)	★	★	★	★★
Arcadia Health Medical Group	★★	★★	★★	★★★★
Axminster Medical Group	★	☆	☆	★★
Bay Area Community Med Grp	★	★	★	★★
Cedars-Sinai Health Association	★	★	★	★★
Cedars-Sinai Medical Group	★	★	★	★★
Centinela IPA Medical Group	☆	★	Not rated	★★
Downey Select Medical Group	★	★	★	★★
Facey Medical Group	★	☆	★	★★
Greater Valley Medical Group	★	★	★	★★
HealthCare Partners Medical Group	★★	★★	★	★★
Health Source Medical Group	☆	☆	☆	★
High Desert Medical Group	☆	☆	★	★
(Kaiser) Permanente - LA Area	★	☆	★	★★
Lakeside Medical Group	★	★	★	★★
Noble Community Medical Associates	★	★	☆	★★
Northridge Medical Group	★	★	★	★★
Pegasus Medical Group	★	☆	Not rated	★★★★
Physicians Assoc of San Gabriel Valley	★	★	★	★★
ProfessionalCare Medical Group	★	★	★	★★
Regal Medical Group	★	★	★	★★
Sierra Medical Group	☆	☆	★	★
St. Vincent IPA	★★	★★	★	★★★★
The Industry Health Network	★★	★★	★★	★★★★
Verdugo Hills Medical Group	★	★	★	★★
UCLA Medical Group	★★	★	★	★★★★

Ratings Key

Excellent ★★★

Good ★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

Medical Group Quality

8. Eastern Los Angeles, Torrance and South Bay

Eastern Los Angeles, Torrance and South Bay

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Access Managed Care (IPA)	★	★	★	★★
Alamitos IPA	★	★	★	★★
Alliance/Unified Medical Group	★	★	★	★★
Axminster Medical Group	★	☆	☆	★★
Bright Medical Associates	★	★	★	★★
Centinela IPA Medical Group	☆	★	Not rated	★★
Downey Select Medical Group	★	★	★	★★
Memorial HealthCare IPA	★	★	★	★★
HealthCare Partners Medical Group	★★	★★	★	★★
(Kaiser) Permanente - LA Area	★	☆	★	★★
Lakewood Health Plan	★	★	★	★★
Pioneer Medical Group	★	★	★	★★
ProfessionalCare Medical Group	★	★	★	★★
ProMed Health Network	★	★	★★	★★
St. Joseph Heritage Medical Group	★★	★	★	★★
St. Vincent IPA	★★	★★	★	★★★
Talbert Medical Group	★	★	★	★★
Torrance Hospital IPA (THIPA)	★★	★★	★★	★★

Ratings Key

Excellent ★★★

Good ★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

Medical Group Quality

9. Orange

Orange County

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Affiliated Doctors of Orange County	★	★★	☆	★★
AMVI Medical Group	★	★	Not rated	★
Anaheim Memorial IPA	★	★	★	★★
Bristol Park Medical Group	★	★	★	★★
Greater Newport Physicians	★	★	★	★★
HealthCare Partners Medical Group	★★	★★	★	★★
Lakewood Health Plan	★	★	★	★★
Memorial HealthCare IPA	★	★	★	★★
(Kaiser) Permanente - LA Area	★	☆	★	★★
Mission Hospital Affiliated Physicians	Not rated	★	Not rated	★★★
Orange Coast IPA Medical Group	★	★	★	★★
Prospect - Orange County	★	★	★	★★
St. Joseph Heritage Medical Group	★★	★	★	★★
St. Joseph Hospital Affil. Physicians	★★	★	★	★★
St. Jude Heritage Medical Group	★★	★	★	★★
St. Jude Hospital Affiliated Providers	★	★	★	★★
Talbert Medical Group	★	★	★	★★

Ratings Key

Excellent ★★★

Good ★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

Medical Group Quality

10. Inland Empire

Riverside and San Bernardino Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Beaver Medical Group	★★	★	★	★★
Desert Medical Group	★	★	☆	★★
Empire Physicians Medical Group	★	★	★	★★
High Desert Medical Group	☆	☆	★	★
(Kaiser) Permanente - LA Area	★	☆	★	★★
Oasis IPA Medical Group	★	★	☆	★★
PrimeCare - Chino Valley	★	★	★	★★
PrimeCare - Corona	★	★	☆	★★
PrimeCare - Hemet	☆	★	Not rated	★
PrimeCare - Inland Valley	☆	☆	☆	★★
PrimeCare - Moreno Valley	☆	☆	★	★
PrimeCare - Redlands	★★	★	★	★★★
PrimeCare - Riverside	★	★	☆	★★
PrimeCare - Sun City	★	★	★	★★
PrimeCare - Temecula	☆	☆	☆	★
ProfessionalCare Medical Group	★	★	★	★★
ProMed Health Network	★	★	★★	★★
Prospect - Corona	★	★★	Not rated	★★
Riverside Medical Clinic	★	★	★	★★
Riverside Physician Network	★	★	☆	★★

Ratings Key

Excellent ★★★

Good ★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

Medical Group Quality

11. San Diego and Imperial

Imperial and San Diego Counties

Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Centre for Health Care	★	★	★	★★
Greater Tri-Cities IPA	★	★	★	★★
(Kaiser) Permanente - San Diego	★	★	★	★★
Mercy Physicians Medical Group	★★	★★	★★	★★
Penn Elm Medical Group	★★	★	★★	★★
Primary Care Assoc Medical Group	★	★	★	★★
San Diego Physicians Medical Group	★	★★	★	★★
Scripps Clinic Medical Group	★	★	★★	★★
Scripps Mercy Medical Group	★★	★	★	★★★
Sharp Community Medical Group	★★	★	★	★★
Sharp Mission Park Medical Group	★★	★	★★	★★
Sharp Rees-Stealy Medical Group	★★	★	★★	★★
UCSD Medical Group	★	☆	★	★★

Ratings Key

Excellent ★★★

Good ★★

Fair ★

Poor ☆

"Not rated" means the medical group had too few patients in the sample to report this result.

HMO Services in Other Languages

About this Information

Why this information is important

It is important to be aware of the services HMOs offer in other languages if you or a member of your family use American Sign Language (ASL) or do not speak English. Using an interpreter or translated written materials may help you communicate better with your doctor and your HMO.

What information is here

The following four tables show some of the services HMOs offer including information about interpreter services, a translated list of bilingual doctors (provider directory) and member experience with the health plan. Choose the table that shows the type of coverage you have. Services may be different depending on whether you have Commercial coverage (through your employer) or are on Medi-Cal, Healthy Families or Medicare.

For More Information

This information is a summary of more detailed information that is available in the on-line version of the Quality of Care Report Card at **http://www.opa.ca.gov/report_card/**.

To find out more about services provided, contact your HMO directly using the telephone numbers at the end of this report.

HMO Services in Other Languages

Services Available by Coverage Type

1	Commercial	Page 16
2	Medi-Cal	Page 17
3	Healthy Families	Page 18
4	Medicare	Page 19

Note: The services described in this Report Card may not be available at all times to all members. Sometimes, HMOs rely on their doctors or medical groups to provide these services. Find out more about the specific services available to you by contacting your HMO directly. Telephone numbers and other contact information can be found at the end of this report.

HMO Services in Other Languages

1. Commercial

HMO	HMO provides interpreter at doctor's office	HMO provides interpreter free of charge	HMO provides sign language interpreter at doctor's office	HMO provides translated list of bilingual doctors	HMO monitors satisfaction of non-English speakers
Aetna Health of California				✓	
Alameda Alliance for Health	✓	✓	✓	✓	✓
Blue Cross HMO - CaliforniaCare				✓	✓
Blue Shield of California	✓	✓	✓	✓	✓
CIGNA HealthCare				✓	✓
Community Health Plan		✓	✓	✓	✓
Contra Costa Health Plan	✓	✓	✓		
Health Net	✓	✓	✓		
Health Plan of San Mateo	✓	✓	✓		
Kaiser Permanente - North	✓	✓	✓	✓	✓
Kaiser Permanente - South	✓	✓	✓	✓	
PacifiCare of California	✓	✓	✓		✓
San Francisco Health Plan	✓	✓	✓	✓	✓
Santa Clara Family Health Plan	✓	✓	✓	✓	✓
Sharp Health Plan	✓	✓	✓		✓
UHP Healthcare	✓	✓	✓		✓
Universal Care	✓		✓	✓	✓
Western Health Advantage	✓	✓	✓		✓

HMO Services in Other Languages

2. Medi-Cal

HMO	HMO provides interpreter at doctor's office	HMO provides interpreter free of charge	HMO provides sign language interpreter at doctor's office	HMO provides translated list of bilingual doctors	HMO monitors satisfaction of non-English speakers
Alameda Alliance for Health	✓	✓	✓	✓	✓
Blue Cross HMO - CaliforniaCare	✓	✓	✓	✓	✓
CalOptima	✓	✓	✓	✓	✓
Care 1st Health Plan	✓	✓	✓	✓	✓
Central Coast Alliance for Health	✓	✓	✓	✓	✓
Community Health Plan		✓	✓	✓	✓
Contra Costa Health Plan	✓	✓	✓	✓	✓
Health Net	✓	✓	✓	✓	✓
Health Plan of San Joaquin	✓	✓	✓	✓	✓
Health Plan of San Mateo	✓	✓	✓		✓
Inland Empire Health Plan	✓	✓	✓	✓	✓
Kaiser Permanente - North	✓	✓	✓	✓	✓
Kaiser Permanente - South	✓	✓	✓	✓	
Kern Family Health Care	✓	✓	✓	✓	✓
L.A. Care Health Plan	✓	✓	✓	✓	✓
Molina Healthcare	✓	✓	✓	✓	✓
Partnership Health Plan	✓	✓	✓	✓	✓
San Francisco Health Plan	✓	✓	✓	✓	✓
Santa Barbara Reg. Health Auth.	✓	✓	✓	✓	✓
Santa Clara Family Health Plan	✓	✓	✓	✓	✓
Sharp Health Plan	✓	✓	✓	✓	✓
UCSD Health Plan	✓	✓	✓	✓	✓
UHP Healthcare	✓	✓	✓		✓
Universal Care	✓	✓	✓	✓	✓
Western Health Advantage	✓	✓	✓		

HMO Services in Other Languages

3. Healthy Families

HMO	HMO provides interpreter at doctor's office	HMO provides interpreter free of charge	HMO provides sign language interpreter at doctor's office	HMO provides translated list of bilingual doctors	HMO monitors satisfaction of non-English speakers
Alameda Alliance for Health	✓	✓	✓	✓	✓
Blue Cross HMO - CaliforniaCare	✓	✓	✓	✓	✓
Blue Shield of California	✓	✓	✓	✓	✓
CalOptima	✓	✓	✓	✓	✓
Care 1st Health Plan	✓	✓	✓	✓	✓
Central Coast Alliance for Health	✓	✓	✓	✓	✓
Community Health Plan		✓	✓	✓	✓
Contra Costa Health Plan	✓	✓	✓	✓	✓
Health Net	✓	✓	✓	✓	✓
Health Plan of San Joaquin	✓	✓	✓	✓	✓
Health Plan of San Mateo	✓	✓	✓		✓
Inland Empire Health Plan	✓	✓	✓	✓	✓
Kaiser Permanente - North	✓	✓	✓	✓	✓
Kaiser Permanente - South	✓	✓	✓	✓	
Kern Family Health Care	✓	✓	✓	✓	✓
L.A. Care Health Plan	✓	✓	✓	✓	✓
Molina Healthcare	✓	✓	✓	✓	✓
San Francisco Health Plan	✓	✓	✓	✓	✓
Santa Barbara Reg. Health Auth.	✓	✓	✓	✓	✓
Santa Clara Family Health Plan	✓	✓	✓	✓	✓
Sharp Health Plan	✓	✓	✓	✓	✓
UHP Healthcare	✓	✓	✓		✓
Universal Care	✓	✓	✓	✓	✓

HMO Services in Other Languages

4. Medicare

HMO	HMO provides interpreter at doctor's office	HMO provides interpreter free of charge	HMO provides sign language interpreter at doctor's office	HMO provides translated list of bilingual doctors	HMO monitors satisfaction of non-English speakers
Aetna Health of California				✓	
Blue Cross HMO - CaliforniaCare					
Blue Shield of California	✓	✓	✓	✓	✓
Contra Costa Health Plan	✓	✓	✓		✓
Health Net	✓	✓	✓		✓
Kaiser Permanente - North	✓	✓	✓	✓	✓
Kaiser Permanente - South	✓	✓	✓	✓	
PacifiCare of California	✓	✓	✓		✓
UHP Healthcare	✓	✓	✓		✓
Universal Care	✓	✓	✓	✓	✓
Western Health Advantage	✓	✓	✓		✓

Health Plans in this Report

Aetna Health of California

1-800-756-7039

1-800-628-3323 (TTY/TDD)

www.aetna.com

Alameda Alliance for Health

1-877-932-2738

510-747-4501 (TTY/TDD)

www.alamedaalliance.com

Blue Cross HMO - CaliforniaCare

1-800-999-3643

1-800-735-2929 (TTY/TDD)

www.bluecrossca.com

Blue Shield of California

1-800-200-3242

1-800-241-1823 (TTY/TDD)

www.blueshieldca.com

CalOptima

1-888-587-8088

www.caloptima.org

Care 1st Health Plan

1-800-605-2556

www.care1st.com

Central Coast Alliance for Health

1-800-700-3874

1-877-548-0857 (TTY/TDD)

www.ccah-alliance.org

CIGNA HealthCare of California

1-800-344-0557

1-800-321-9545 (TTY/TDD)

www.cigna.com

Community Health Plan

1-800-475-5550

626-299-7265 (TTY/TDD)

<http://ladhs.org/chp>

Contra Costa Health Plan

1-877-661-6230

www.cchealth.org

Health Net of California

1-800-638-3889 (North)

1-800-522-0088 (South)

1-800-995-0852 (TTY/TDD)

www.healthnet.com

Health Plan of San Joaquin

1-800-932-7526

209-939-3588 (TTY/TDD)

www.hpsj.com

Health Plan of San Mateo

1-800-750-4776

650-616-8037 (TTY/TDD)

www.hpsm.org

Inland Empire Health Plan

1-800-440-4347

909-890-0731 (TTY/TDD)

www.iehpl.org

Kaiser Permanente - North

1-800-464-4000

1-800-788-0616 (Spanish)

1-800-757-7585 (Chinese)

1-800-777-1370 (TTY/TDD)

www.kaiserpermanente.org

Kaiser Permanente - South

1-800-464-4000

1-800-788-0616 (Spanish)

1-800-757-7585 (Chinese)

1-800-777-1370 (TTY/TDD)

www.kaiserpermanente.org

Kern Family Health Care

1-800-391-2000

1-800-735-2929 (TTY/TDD)

Health Plans in this Report

L.A. Care Health Plan

1-888-452-2273

www.lacare.org

Molina Healthcare of California

1-888-665-4621

1-800-479-3310 (TTY/TDD)

www.molinahealthcare.com

PacifiCare of California

1-800-624-8822

1-800-735-2922 (TTY/TDD)

www.pacificare.com

Partnership Health Plan

1-800-863-4155

www.partnershiphp.org

San Francisco Health Plan

1-800-288-5555

1-888-883-7347 (TTY/TDD)

www.sfhp.org

Santa Barbara Regional Health Authority

1-877-814-1861

www.sbrha.org

Santa Clara Family Health Plan

1-800-260-2055

1-800-567-7759 (TTY/TDD)

www.scfhp.com

Sharp Health Plan

1-800-359-2002

www.sharp.com/healthplan

UCSD Health Plan

1-800-926-8273

www.health.ucsd.edu

UHP Healthcare

1-800-544-0088

1-888-702-3323 (TTY/TDD)

www.uhphealthcare.com

Universal Care

1-800-635-6668

1-866-321-5955 (TTY/TDD)

www.universalcare.com

Western Health Advantage

1-888-563-2250

1-888-877-5378 (TTY/TDD)

www.westernhealth.com

Need help with an HMO problem?

First call your health plan—look for the number in this directory or on your HMO membership card. If that doesn't work, call the **HMO Help Center** toll-free, 24 hours a day at **1-888-HMO-2219** (or **TDD** at **1-877-688-9891**).

State of California
Office of the Patient Advocate

980 9th Street, Suite 500
Sacramento, CA 95814-2738



1-866-HMO-8900
<http://www.opa.ca.gov/>

About the Office of the Patient Advocate

The State of California Office of the Patient Advocate was established by Governor Gray Davis in July 2000. The Office:

- informs consumers about their HMO rights under California law
- teaches consumers how to use their HMO
- assists consumers in getting the best quality of care
- helps consumers find assistance when they have an HMO problem
- provides many free materials to educate consumers about HMOs

About the Data

This report card was prepared with information from the following sources:

- California Cooperative Healthcare Reporting Initiative (CCHRI)
- Consumer Assessment of Health Plans Survey (CAHPS®)
- Health Plan Employer Data and Information Set (HEDIS®)

For more information, refer to the Quality of Care Report Card on the Web at **http://www.opa.ca.gov/report_card**.